

What is 2-1-1 VIRGINIA?

- ◆ 2-1-1 is an easy to remember 3 digit phone number connecting people with information on available community services. The 2-1-1 number is available throughout most of the United States and Canada.
- ◆ 2-1-1 VIRGINIA is a free service available 24 hours a day, 7 days a week, 365 days a year throughout the Commonwealth of Virginia.
- ◆ When people call 2-1-1 VIRGINIA, they are connected to a trained professional who listens to caller situations and suggests sources of help using one of the largest databases of health and human services in Virginia.
- ◆ 2-1-1 VIRGINIA maintains a resource database of more than 6,000 agencies, with more than 19,000 active and seasonal programs across Virginia and is constantly adding new agencies and programs.
- ◆ 2-1-1 VIRGINIA uses a highly mobile, cloud-based phone system and resource database allowing specialists to operate from anywhere there is access to phone and high speed internet.
- ◆ 2-1-1 VIRGINIA provides translation services for callers in over 240 languages through third party interpreters and the Virginia Relay for the Deaf.
- ◆ 2-1-1 VIRGINIA operates 2 AIRS accredited centers with 14 AIRS Certified Information and Referral Specialists, 3 AIRS Certified Resource Specialists and 1 RCCSP Certified Call Center Manager.
- ◆ 2-1-1 VIRGINIA is also on line where people can search the resource database, compare services side-by-side and get directions to an agency.

Call **2-1-1** or
 visit **www.211virginia.org** today.



Between July 1, 2015 and June 30 2016, 2-1-1 VIRGINIA:

- ◆ Handled 146,578 in & outbound calls
- ◆ Assisted more than 74,000 callers
- ◆ Identified 91,339 individual caller needs
- ◆ Provided 199,689 referrals
- ◆ Updated 17,866 program listings
- ◆ Added 475 new program listings
- ◆ Conducted outreach at 214 events
- ◆ Launched the new 211virginia.org website
- ◆ Received more than 40,000 visitors to the website with 87,396 sessions
- ◆ Worked with the Virginia Department of Veterans Services on new MOA

Contact Statistics:

- ◆ Avg. speed of answer 30.6 seconds
 - ◆ Avg. length of call 4.57 minutes
 - ◆ Abandons (caller hang ups) 9% of calls
- Call times can vary from a few minutes to much longer based on the caller's needs

Top 10 Requested Needs by Category

1. Utility Assistance	36,370
2. Housing Assistance	19,613
3. Healthcare	7,356
4. Food/ Meals	5,063
5. Family/Community Support	4,623
6. Legal, Consumer/Public Safety	3,955
7. Information Services	3,691
8. Income Support/Assistance	1,989
9. Government/Economic Services	1,921
10. Mental Health/Addictions	1,676

2-1-1 VIRGINIA is a service of the Virginia Department of Social Services provided in collaboration with:

- ◆ Council of Community Services
- ◆ The Planning Council of Norfolk
- ◆ United Way of Central Virginia
- ◆ United Way of Greater Richmond & Petersburg



Projects

- ◆ Call center for Family Reunification during mass casualty events
- ◆ Call center for the Virginia Dominion Nuclear Power Station emergency plan
- ◆ Call center for the Infant & Toddler Connection
- ◆ Participant in the CDC/United Way Worldwide Flu On Call annual exercise
- ◆ Provides information and referral services for state, regional and local emergencies in partnership with emergency managers
- ◆ Provides custom reports and resource guides to a variety of state, regional and local government and non-profit agencies

Partnerships

- ◆ Virginia Department of Social Services
- ◆ Virginia Department of Emergency Management
- ◆ Virginia Department of Medical Assistance Services
- ◆ Virginia Department of Veteran Services
- ◆ Virginia Department of Health
- ◆ Virginia Hospital & Healthcare Association
- ◆ United Way Worldwide
- ◆ Alliance of Information & Referral Systems
- ◆ Virginia Alliance of Information & Referral Systems
- ◆ Dominion Virginia Power

